

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3840

ANSWERED ON:08.12.2016

Irregularities/Violation by Airlines

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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the number of cases registered under the violation of Air Operator Certification Manual during the last three years and the current year, year-wise;
- (b) the names of the airlines which have violated the said manual during the period and the action taken against such airlines;
- (c) whether the Government has taken cognizance of different types of unethical trade practices and other irregularities including bogus bookings being made by airlines and travel portals, if so, the details thereof;
- (d) the details of rules/regulations/ guidelines for operating the airlines/travel portals in order to protect the interests of customers including checking bogus bookings; and
- (e) the corrective steps taken by the Government to protect the interests of customers and outcome thereof?

Answer

Minister of CIVIL AVIATION

(Shri Ashok Gajapathi Raju Pusapati)

(a) & (b): Year wise number of cases registered against the airlines under the violation of Air Operator Certification Manual are given below:

Year No. of cases

2013 Nil

2014 Nil

2015 01

2016 (up to November) 07

The enforcement actions have been taken against the airlines are given in Annexure-A.;

(c): No complaints substantiating the violation of tariff rule by airlines have been received by DGCA. Implementation of the provisions of trade practices is not under the domain of DGCA. Travel Agents/Portals are not regulated by DGCA.;

(d): In order to prevent excessive charging and sudden surges in airfares and to promote transparency by scheduled domestic airlines, DGCA has issued Air Transport Circular 02 of 2010 wherein airlines are required to display on their respective websites the tariff sheet route-wise across their network in various fare categories and the manner it is offered in the market. The intention behind the above directions is to keep the passengers informed of pricing pattern of airlines.;

(e): DGCA has developed user friendly portal "Know Your Rights" for information of passenger travelling/ intending to travel by air. The portal was developed with aim to increase awareness among air passengers regarding their rights in case of flight cancellation, delays, denied boarding, cancellation of tickets, passenger grievance redressal system, facilitation for passengers with disability, facilitation at airport etc.

Although the Civil Aviation Requirements /Air Transport circulars on passengers facilitation is available on DGCA website, the relevant CAR/ATC is also included at relevant places at "Know You Rights" portal in order to bring awareness among the public. As a result, e-mail, queries/RTI request seeking passenger facilitation related information has reduced.